Up To The Minute... SUD Provider Edition

Documentation Skill-Building Workshop on Treatment Plans via WebEx

In the month of July, the County of San Diego HHSA Behavioral Health Service SUD Quality Management team is pleased to offer a virtual Skill-Building Workshop - the focus this month is Treatment Plans. Participants will refresh their skills in building client-centered treatment plans and review the regulations and standards.

Due to limited available seating for the training, registration is required, and we are capping the registration to 30 attendees. If you register and become unable to attend, please cancel your registration via WebEx so that others on the waiting list may be able to register.

Space is Limited!

- Date: Thursday, **July 16, 2020**
- Time: 1:00 p.m. to 3:30 p.m.

CLICK HERE TO REGISTER!

DMC-ODS Residential & Outpatient Documentation Trainings

- As a reminder, documentation trainings have been cancelled until further notice.
- Providers are encouraged to take advantage of the webinars available on the Optum website on the DMC-ODS page under the "QM Training" tab.
- If assistance is needed to answer questions related to clinical documentation, or any documentation or service provision questions, please contact QI Matters at QIMatters.HHSA@sdcounty.ca.gov.

SUD Provider Quality Improvement Partners (SUD QIP) Meeting via WebEx

The intent of the meeting is to have a regular place for County QI and program Quality Assurance staff to discuss processes and practices related to continuous quality improvement within the DMC-ODS. Intended audience is QI/QA staff and program management.

- Date: Thursday, **July 23, 2020**
- Time: 10:00 a.m. to 11:30 a.m.

  ➢ **WebEx participation information will be sent by email prior to the meeting.**

All BHS Providers Tele-Town Hall

- Due to public health guidelines, the SUD Treatment Providers meeting will be on hold until further notice.
- In the meantime, all providers are encouraged to attend the BHS Providers Tele-Town Halls, which will be scheduled monthly.
- Look for a separate invite/email to be sent prior to the tele-town halls.

Stay tuned for more details!

Update: Serious Incident Report (SIR) and Serious Incident Report of Findings Forms (SIROF)
- In an effort to improve Serious Incident and Findings Reporting for all County of San Diego providers, the Mental Health and SUD Quality Management Units have updated both forms, **to be used by all BHS providers effective August 1, 2020**
- Please refer to the QM Memo: Updated Serious Incident Report and Report of Findings, dated June 26, 2020, for a Summary of Changes, with forms and explanation sheets attached.
- The new SIR and SIROF forms will be located on the Optum website on the DMC-ODS page under the "SUDPOH" tab.
- We ask that all providers review the forms and explanation sheets prior to their effective date.
- If you have any questions regarding theses updates or completion of the forms, please direct them to the QI Matters email: QIMatters.HHSA@sdcounty.ca.gov

Update: Substance Use Disorder Providers Operations Handbook (SUDPOH)
- The latest revision of the SUDPOH and Summary of Changes are now available.
- Both are posted on the Optum website on the DMC-ODS page under the "SUDPOH" tab.
- Please review the changes and share the information with direct service staff as indicated.

Reminder: Level of Care Changes for Withdrawal Management (WM) clients
- Per CalOMS, clients changing levels of care from outpatient or residential to WM shall be discharged from their current LOC prior to admission to a WM site.
- After a client is discharged from WM, a new CalOMS admission is required for clients returning to outpatient or residential levels of care.

**SanWITS Quarterly Users Group Meeting for Outpatient Providers – July 2020**
- Next meeting: Monday, Jul 20, 2020, at 9:00 a.m. – 11:00 a.m. (Outpatient Providers Only)
- RSVP please, WebEx invite will be sent
- At least one representative from each facility is highly recommended
- Note: Meetings are held monthly, on the 3rd Monday, and are specific to modality (e.g. Outpatient, Residential, OTP)
  - Outpatient programs will meet – Apr, Jul, Oct, Jan
  - Residential programs will meet – May, Aug, Nov, Feb
  - OTP programs will meet – Jun, Sep, Dec, Mar
- If you have any questions or need assistance with SanWITS please notify the SUD Support desk at SUD_MIS_Support.HHSA@sdcounty.ca.gov

Update: Billing Unit - SanWITS Billing Classes
- As most of us are still adjusting to remote work, we are also learning new ways to continue servicing our customers. The SUD Billing Unit will continue conducting the billing training online.
- Our team will send an email to all programs to inquire what web conferencing platform or application you use for audio and/or video conferencing or training. Currently, the Billing Unit uses the Microsoft Teams application.
- Also, to schedule your billing training or if you have billing questions, please call our main line: 619-338-2584. You can also email us at ADSBillingUnit.HHSA@sdcounty.ca.gov.
- Prerequisite required: SanWITS Intro to Admin Functions training and one of the following encounter trainings – (1) Residential -Bed Management & Encounters training, or (2) Outpatient/OTP Group Module & Encounters training.

SanWITS Virtual Trainings Provided
- Register online with RegPacks at: www.regpacks.com/dmc-ods
- Registration will close 7 days prior to the scheduled class date in order to allow time for individual staff account setups and other preparation needed.
- Attendees for Virtual Training will receive 2 emails on the morning of training between 8:30 AM – 8:45 AM
  - WebEx training orientation invitation
  - Trainer email with training materials, resources, and specific instructions for virtual class
  - If staff do not receive emails by 9:00 AM, email sdu_sdtraining@optum.com to get the issue resolved.
- Types of Training Classes:
  - SanWITS – Intro to Admin Functions – SanWITS functions that are applicable to All program types
  - Residential Facilities - Bed Management & Encounter Training
  - Outpatient / OTP Facilities – Group Module & Encounters Training
- All required forms are located on the "Downloadable Forms" tab and must be completed and returned to SUD Support at SUD_MIS_Support.HHSA@sdcounty.ca.gov at least 7 days prior to scheduled training. If the 3 forms are not submitted, you will not be able to attend training regardless of receiving training confirmation.
- Upon completion of training, competency must be shown in order to gain access to the system. If competency is not achieved, another training will be required before access is given.
- If you are unable to attend class, please cancel the registration as soon as possible.
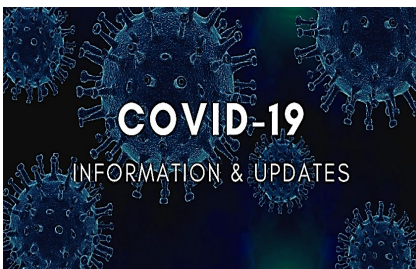
Reminder: Behavioral Health Services (BHS) Provider Resources
- Behavioral Health Services (BHS) is committed to keeping our providers updated with emerging information related to the Coronavirus Disease 2019 (COVID-19) response.
- Follow the link to access the BHS Provider Resources Page which is updated regularly with the most recent communications and resources that have been sent to BHS providers.

Reminder: DHCS COVID-19 Response Resources
The California Department of Health Care Services (DHCS) has frequently updated resources regarding provision of Behavioral Health Services during the COVID-19 crisis. For more information, visit the DHCS COVID-19 Response page at: https://www.dhcs.ca.gov/Pages/DHCS-COVID%E2%80%9119-response.aspx

Reminder: For general information on COVID-19
Including the current case count in San Diego County, preparedness and response resources, and links to information from the California Department of Public Health (CDPH), Centers for Disease Control and Prevention (CDC), and the World Health Organization (WHO), please visit the County of San Diego COVID-19 webpage.

For local information and daily updates on COVID-19, please visit **www.coronavirus-sd.com.** To receive updates via text, send **COSD COVID19** to **468-311.**

Is this information filtering down to your counselors, LPHAs, and administrative staff?
Please share the UTTM – SUD Provider Edition with your staff and keep them *Up to the Minute*!
Send all personnel contact updates to QIMatters.hhsa@sdcounty.ca.gov